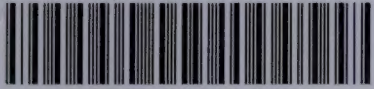


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THE WORKMEN'S COMPENSATION BOARD
PROVINCE OF ALBERTA
REHABILITATION DEPARTMENT
ANNUAL REPORT 1966



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Dr. C. M. Macleod Q.C.

Chairman

The Workmen's Compensation Board

Province of Alberta

Edmonton, Alberta

REHABILITATION OF DISABLED CASES

Out of the 3,483 Alberta cases, 1,479 (41%) were referred to return to the same job.

It is a pleasure to submit the Annual Report concerning the work of the Rehabilitation Department for the year 1966, together with a Statistical Summary showing the Class of Industry from which each case was referred and a synopsis showing final disposal; also included is a comparative study of the various types of disability for the years 1965 and 1966.

Respectfully submitted,

CHARLES M. NORMAN

CHIEF REHABILITATION OFFICER

19 April, 1967

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REHABILITATION OF DISABLED CASES

Out of the 3,405 Alberta cases, 1,409 (41%) recovered sufficiently to return to the same job and 203 (6%) were found lighter work with their employers, while 1,149 (34%) returned to work with new employers. A total of 2,761 (81%) rehabilitated; 207 (6%) cases were closed as "rehabilitated" (X being designated as "rehabilitated" 37 percent of retirement age and there were 96 rehabilitated). There were 432 on hand at the close of the year, 100 being under treatment, 43 waiting and 100 (3%) existing employment.

EMPLOYMENT OUTLOOK

Employment in the Province of Alberta reached its highest peak in 1965 and has been building consistently, road and railway construction, surveys and pipeline work, fine increased production in our plants and industries, all contributed towards a favorable employment situation. For the spring break up, workers were at a premium. For these reasons, employers had little difficulty in finding employment for any disabled workers, provided they had the desire and the physical ability to do a work; however, we always have a small group of workers whose disabilities are very difficult for them to compete in the open labor market.

THE REHABILITATION CLINIC

The work of the Rehabilitation Department at the Board's Clinic continues to increase each year. In 1966, a total of 1,671 new cases were dealt with, 197 of these having previously been referred by the Claims Department; these, together with the 211 cases still under treatment as at 31 December 1965, made a total Clinic case load of 1,882 in 1966. However, with the addition of another Rehabilitation Officer during the year, the department was able to handle the increased number of cases without too much difficulty.

Our records would indicate that approximately 70% of this number would leave the Clinic with little or no remaining disability and that in the majority of cases, with proper counselling, the patients should have no difficulty in returning to their former type of employment; in some 200 cases our Rehabilitation Officers were successful in arranging a lighter type of job with former employers but in a large number of cases it was necessary for us to seek out lighter work with new employers.

The Clinic Rehabilitation Committee met once a month in order to discuss and find a solution to some of the more difficult cases. We were grateful that the Chief Medical Officer found time to attend most of these meetings and were appreciative of the advice he gave. In most instances, we were able to arrange suitable employment for such workmen, prior to Clinic discharge.

In addition to this, the Clinic Re-evaluation Committee met at the end of each month, in order to review those cases which had been under Clinic treatment for 8 weeks or longer and to see what might be done to expedite recovery and return to work. Mr. Morrison was the representative of this department at these meetings and it was our feeling that this Committee performs a most useful function.

RE-TRAINING IN 1966

The Board approved 48 recommendations for re-training assistance as follows:

- 6 whilst taking Apprenticeship Training
- 22 whilst undergoing Vocational Training
- 6 whilst taking Training-on-the-job
- 7 taking Up-grading or High School Classes
- 2 continuing their education at Junior College level
- 2 who wished to enter University
- 2 whose University Courses were extended
- 1 Correspondence course was approved.

By the year's end, 20 of these had completed training and were gainfully employed at a new trade; training was discontinued in 6 instances for the following reasons: - 2 found themselves unable to cope with the standards required for their course; 2 found suitable alternate employment and 2 were required to undergo further treatment; 22 were still in training.

It will be of interest to the Board to note that the number of cases granted financial assistance was only 48 last year as compared with 60 the previous year. This largely due to the fact that during 1966, the Federal Government broadened its views on Educational Up-grading and Vocational Training in general and by agreement with our Provincial Government, it was decided to assume full financial responsibility for the first 12 months training. This has relieved the Board of the initial responsibility of providing re-training assistance in many instances, particularly where educational up-grading was necessary before an applicant could be accepted for a Vocational Course at N.A.I.T. or S.A. I.T.

As a result of this change of policy, we have been able to persuade 10 younger workmen to improve their educational standards with assistance from Alberta Vocational Training; in addition, 4 young men were encouraged to take Vocational Training under the auspices of A.V.T. whilst 4 young lads were counselled to return to school to complete their education to a High School level with the assistance of their parents. All of these are now in the process of re-training without any financial assistance from this Board.

RESULTS OF RE-TRAINING IN PREVIOUS YEARS

"Follow-ups" on some 85 cases who had been granted financial assistance in former years, showed present employment as follows: -

HIGH SCHOOL TRAINING (10)

Camp Supervisor	(1)	Life Insurance Salesman	(1)
Clerk - D.V.A.	(1)	Medical Receptionist	(1)
Construction Superintendent	(1)	Plumbing Inspector	(1)
Farmer	(1)	Service Manager	(1)
Linemen	(1)	Typewriter Repairman	(1)

UNIVERSITY TRAINING (5)

Civil Engineer	(1)	School Teacher	(2)
School Principal	(1)	Vocational Teacher	(1)

VOCATIONAL TRAINING (35)

Appliance Repairman	(3)	Office Machine Mechanic	(2)
Barber	(8)	Payroll Supervisor	(1)
Bartender	(3)	Photographer	(1)
Construction Foreman	(2)	Radio Repairman	(1)
Contract Manager	(1)	Salesman	(3)
Computer Programmer	(1)	Seismic Technician	(1)
Electronics Technician	(1)	Steam Engineer	(2)
Draftsman	(1)	Waiter	(1)
H.D. Mechanic	(1)	Welder	(2)

APPRENTICESHIP TRAINING (8)

Auto Mechanic	(3)	Steamfitter	(1)
Plumber	(1)	Welder	(3)

TRAINING-ON-THE-JOB (12)

Appliance Repairman	(1)	Office Machine Repairman	(1)
Auto Mechanic	(3)	Steam Engineer	(1)
Engraver	(1)	T.V. Repairman	(1)
Gauger	(1)	Switchboard Operator	(1)
H.D. Mechanic	(1)	Welder	(1)

COMMERCIAL COURSES (7)

Accountant	(1)	Despatcher	(1)
Bookkeeper	(2)	Lab. Technician	(1)
Clerk	(1)	Stenographer	(1)

CORRESPONDENCE COURSES (8)

Bookkeeper	(1)	Hospital Orderly	(1)
Clerk	(1)	Janitor	(1)
Farmer	(1)	Nurseryman	(1)
Frontend man	(1)	Switchboard Operator	(1)

THE WORK OF THE REHABILITATION DEPARTMENT

There was a further increase in the number of cases handled by this department during the past year. Due to the illness of Mr. Bindon, it was necessary to re-align some of the individual territories. Mr. H. Leenders took over the Central Alberta district and a new member, Mr. M. Axtell, was assigned to Mr. Leenders' former territory whilst Mr. Bindon assumed responsibility for all Head Office referrals. The new arrangement is working out well.

The placement of a Rehabilitation Officer in Lethbridge in the fall of 1965 in order to deal with all referrals from Southern Alberta appears to be very satisfactory. Mr. Paterson is proving to be a most conscientious worker who is making regular monthly visits to the Medicine Hat and Crows Nest areas and thus keeps in regular contact with all his cases in order to try to locate suitable employment for them. This has permitted the two Rehabilitation Officers in the Calgary office to devote more time to the cases in their own area which have been steadily increasing over the past years.

The Department continues to maintain close contact with industry in a wide variety of ways; by personal contact with management to discuss special problems of re-employment of workmen whose disability will preclude them from being able to return to their former job; by personal contact with prospective employers to explore the possibility of finding suitable employment for some partially disabled workmen; through membership of the Personnel Associations of Edmonton and Calgary which has permitted us to develop a friendly relationship with the people who do the actual hiring; by close liaison with officials of various Canada Manpower Centres in order to enlist their sympathy and understanding in the placement of the more severely handicapped cases; by close co-operation with the Vocational Training branch of the Provincial Department of Education in order to develop the maximum potential of these workers who were obliged to change employment by reason of disability and to encourage some of the younger workers to try to improve their educational standing.

ADDITIONAL DUTIES OF REHABILITATION OFFICERS

The visiting of widows has become an increasingly important phase of our work. During 1966, our officers were requested to interview 47 widows in order to advise them as to their entitlement under the Act and to give whatever assistance or advice possible. On the whole, these visits seem to be greatly appreciated by the widows concerned, who are grateful that the Board is sufficiently interested in them to send out a man to visit them and to discuss any problems they may have.

Our Department was also required to investigate 24 requests for Advance of Pension for various purposes and 5 requests for Cash Settlement, 15 of which were subsequently approved. As previously instructed by the Board, our Rehabilitation Officers followed up on 35 cases of partial blindness during the year and gave whatever assistance necessary to get the claimants back to work; in most instances, the workmen were able to R.T.W. at their former trade.

In many instances, patients with marked disability may leave our Clinic without any definite prospects of employment; this is particularly apparent in the late winter months: in such cases, the workman is granted a Rehabilitation Allowance for a short period until suitable work can be found; assistance of this nature was granted in 67 cases.

REHABILITATION PROBLEMS

Three years ago the Board suggested that it might be advisable to hold a get-together of all Rehabilitation Officers in order to discuss various rehabilitation problems and to broaden their outlook on Rehabilitation in General. The first Seminar proved so profitable that these meetings have been continued on an annual basis since that time. At our 1966 meeting, we had most interesting discussions with representatives of labour on "Ways and Means to assist workmen, who have suffered industrial injury, back to suitable employment more effectively" and an open discussion with representatives of the Provincial Department of Welfare on "Rehabilitation", together with most interesting talks from the heads of various departments of the Board.

THE TRAINING OF REHABILITATION OFFICERS

One of our most profitable methods of re-training has been in arranging visits to the Rehabilitation Departments of other Boards in order to broaden our outlook towards our own work. During the past year, Mr. W. G. Munro was given the opportunity of visiting the Ontario Board, Mr. R. E. Leanders to visit the British Columbia Board, whilst the Chief Rehabilitation Officer visited the Saskatchewan Board. We all felt that we had derived considerable benefit by learning from others how we might handle some of our own problems more effectively.

In addition to this, our Rehabilitation Officers were encouraged to take evening courses through the Extension Department of the University of Alberta and the University of Calgary in order to broaden their background in Counselling procedures. It is a pleasure to report that nine of our Rehabilitation Officers have completed such courses during the past year on such topics as - "Interviewing and Counselling", "Essentials of Good English", "The Psychology of Personality", "An Introduction to Applied Psychology", and "Personnel Administration".

CASES REFERRED FROM OTHER BOARDS

	<u>1964</u>	<u>1965</u>	<u>1966</u>
Saskatchewan	26	15	30
British Columbia	13	21	14
Northwest Territories	28	42	21
Yukon Territory	5	9	10
Manitoba	2	1	1
Ontario	<u>2</u>	<u>2</u>	<u>4</u>
	<u>76</u>	<u>90</u>	<u>80</u>

It will be noted that referrals from Saskatchewan were 100% higher than last year but 50% less from N.W.T. Re-training was recommended and approved in 5 of these cases.

REPORTS ON THE REHABILITATION OFFICERS

Mr. E. M. MORRISON:

As Senior Rehabilitation Officer, is in charge of the Rehabilitation Counselling work at the Clinic. It is his responsibility to review all Clinic Files one week following admission and to refer the case for interview by the Rehabilitation Officer or Employment Counsellor concerned. Mr. Morrison personally deals with all Amputee and Paraplegic cases and interviews all patients who are referred by other Boards; in addition, he makes regular visits to all Paraplegics who are confined to hospital or nursing homes in the Edmonton area and makes the initial visits to widows as required. Mr. Morrison is most sincere in his approach to problems of the physically disabled and many doctors turn to him for advice in dealing with difficult cases or situations; he acts as the representative of the Department on several of the Clinic Medical Committees and gives unstintingly of his time and effort. Mr. Morrison handled a total of 345 cases in 1966.

MR. W. C. BINDON:

In August 1966, this officer was assigned to new duties at the Head Office. It is now his responsibility to handle all new Claims referrals by reviewing the file, making a brief synopsis from the Rehabilitation viewpoint and then referring the case to the particular Rehabilitation Officer or Employment Counsellor concerned. Mr. Bindon reviews all memos received from our field men and from the Clinic R.O's to see whether any pertinent details have been overlooked and draws the Claims file when necessary for further information; in the absence of the R.O. or E.C. concerned, Mr. Bindon interviews workmen, who drop in at the Head Office or who are referred for counselling and advice by the Claims or Medical Department. He is most conscientious in his work and has proved to be a real asset to this department in his present position. Mr. Bindon dealt with a total of 214 cases during the past year.

MR. W. G. MUNRO:

This officer supervises the Rehabilitation work in the Calgary office and is a hard-working, reliable worker, dealing with approximately 56% of the Calgary cases. He also handles all country cases for the area south of Calgary to High River and Winton and East as far as Vulcan and Brooks, plus the territory immediately North of Calgary as far as Innisfail and West to the Foothills. Mr. Munro had a total case load of 296 last year, making 6 field trips during the year.

MR. E. D. CARLETON:

Has now been working out of the Calgary office for the past 4 years and is one of our most conscientious Rehabilitation Officers, handling 44% of the Calgary cases in 1966. His country districts include Drumheller, Hanna and Oyen to the North-East and Cochrane, Canmore and Banff to the West. Like Mr. Munro, Mr. Carleton does considerable interviewing in the Calgary office, particularly after Medical Boards or Medical examinations. Throughout the year, he had a case load of 284, making 8 trips to his country districts.

MR. R. G. PATERSON:

Is stationed in the Lethbridge office where, as previously mentioned, he has already proven his worth. He handles all Rehabilitation referrals from the Southern Alberta area, his work in the Lethbridge district being alternated with monthly visits to Medicine Hat and the Crows Nest Pass. Mr. Paterson has developed particularly good relations with the Medical Practitioners throughout the whole area and is held in high regard by both management and labour. He made 22 field trips and dealt with some 191 cases during the year.

MR. E. H. WIGGINS:

Is stationed in Edmonton and deals with approximately 20% of the Rehabilitation referrals from the Greater Edmonton area, together with all cases from the Valleyview, Grande Prairie, Peace River and High Prairie districts. He handled a total of 362 cases in 1966, making 3 field trips.

MR. R. E. LEENDERS:

Has now been on our staff for 4 years and has become a most reliable Rehabilitation Officer, who formerly handled approximately 40% of the Edmonton Rehabilitation cases but is now in charge of Central Alberta area which includes Wetaskiwin, Camrose, Stettler, Red Deer and Rocky Mountain House. Mr. Leenders made 12 field trips during the year and efficiently handled a case load of 408.

MR. D. HARDMAN:

This officer joined our staff 3 years ago and is a very conscientious worker. During the past year, he handled approximately 15% of the Rehabilitation referrals from the Edmonton area plus all referrals from two country districts; one immediately north of Edmonton, comprising of Morinville, Athabasca, Smith and Barrhead and the other, the area along Highway 16 west from Edmonton to Jasper and from Drayton Valley to Leduc. Mr. Hardman dealt with a total of 377 cases, making 16 field trips.

MR. M. H. AXTELL:

Is the most recent addition to our staff and is already proving himself to be a hard working, dependable Rehabilitation Officer. Mr. Axtell now deals with approximately 40% of the Edmonton Rehabilitation cases, together with all referrals from the North-Eastern district comprising of Red Water, Lac La Piche, Cold Lake, St. Paul, Lloydminster and Wainwright. He has rapidly developed a good insight into rehabilitation work and since July 1966, handled 152 cases and made 3 trips to country points.

THE EMPLOYMENT COUNSELLORS

As mentioned in previous reports, more cases are being referred to our Rehabilitation Clinic each year for short term treatment or "work conditioning". This, of course, has increased the number of referrals to our two Employment Counsellors.

MR. D. C. REES:

This officer once again had a very busy year dealing with a total of 633 Claimants. Mr. Rees handles all referrals from the City of Edmonton, the largest employer in the Province and has spent considerable time with the City Personnel Department in an effort to get their employees back to work more promptly upon the conclusion of treatment.

MR. W. H. KAPLER:

Joined our staff 2 years ago and has proven himself to be a most efficient counsellor. Mr. Kapler deals with all cases from Calgary and Southern Alberta who are referred to the Board's Rehabilitation Clinic for treatment, together with approximately one third of the minor disability cases from the Greater Edmonton area, handling a total of 545 cases.

THE CHIEF REHABILITATION OFFICER

MR. C. M. MORRISON:

Since Mr. Morrison has been in charge of the Counselling work at the Clinic, the C.R.O. has been able to allow far more time to the general supervision of the work of the department. During the year, there were 641 new cases referred from the Claims and Medical Departments, all of which had to be reviewed before referral to the Rehabilitation Officer concerned. However, now that Mr. Bindon has been delegated to take over this part of our work, the C.R.O. has been relieved of considerable responsibility in this regard. However, despite these two factors, it was necessary for the C.R.O. to handle some 212 individual cases. Six trips were made to the Calgary Office and 3 to the Lethbridge Office to review the work of the Rehabilitation Officers in these two Centres and to give practical advice in dealing with specific problems.

CLERICAL STAFF OF DEPARTMENT

This report would not be complete without a small tribute to the loyalty and conscientious work of all the members of our stenographic staff with special mention to Miss Ruth Bohast, Department Secretary and Miss Janice Oswald, Senior Clinic Stenographer, who have given unstintingly of time and effort in order to see that the work of the department was kept up to date and that Rehabilitation payments were sent out promptly.

SUMMARIZATION

In conclusion, it is apparent that the work of the Rehabilitation Department will continue to grow from year to year. The figures show that 1966 was an exceptionally good year for re-employment of disabled workers; in fact, there were times when we had employment openings but did not have the right type of applicant available for the job. It is admitted that there were some 106 claimants still awaiting employment at the end of the year but many of these were undoubtedly seasonal workers.

Industry has co-operated well in accepting responsibility to re-employ disabled workers as witnessed by the fact that we were able to assist 2,761 to resume gainful employment during the year. The writer would, therefore, wish to express appreciation to all members of the department for their efforts in this regard and to acknowledge the assistance and co-operation given by the other departments of the Board.

C. M. NORMAN
CHIEF REHABILITATION OFFICER

COMPARATIVE STUDY OF INJURIES 1965 and 1966

	<u>1965</u>	<u>1966</u>
Arm Amputations	8	3
Arm Injuries	175	187
Acute Back Strains	668	660
Other Back Injuries	107	143
Dermatitis	13	15
Eye Disabilities	37	35
Foot Injuries	198	221
Hand Injuries	275	304
Head Injuries	28	33
Knee Injuries	202	220
Leg Amputations	16	8
Leg Injuries	198	179
Miscellaneous	121	115
Multiple Injuries	85	68
Paraplegics	8	5
Shoulder Injuries	101	138
Widows	87	47
	<hr/>	<hr/>
TOTAL	<u>2327</u>	<u>2381</u>

SUMMARY OF CASES

CLASS NO.	CASES REFERRED			CASES REHABILITATED				CASES CLOSED				CASES ON HAND				
	FWD. FROM 1965	REF. IN 1966	TOTAL	WITH FORMER EMPLOYERS		WITH FORMER EMPLOYERS WITHOUT TRAINING	NEW EMPLOYERS AFTER TRAINING	TOTAL REHABILITATED	UN-EMPL. AGE	NOT REHABILITATED OVER AGE	DECEASED	TOTAL	UNDER TREATMENT	IN TRAINING	WAITING EMPLOYMENT	TOTAL
				FORMER OCCUPATION	LIGHTER OCCUPATION											
1	44	30	74	18	6	19	-	43	7	11	6	24	4	-	3	7
5	1	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-
8-3	5	13	18	11	1	3	1	17	-	-	-	-	1	1	-	1
8-4	24	58	82	32	5	21	2	67	1	3	2	4	6	1	4	11
9-1	22	60	82	41	7	18	1	70	2	-	-	5	3	1	3	7
10-1	10	17	27	18	1	7	-	26	-	-	-	-	-	-	-	-
10-2	13	45	58	30	1	18	-	51	-	-	-	1	4	-	-	1
13-2	69	116	185	52	5	84	9	150	7	1	7	14	17	2	2	21
13-4	6	20	26	14	2	7	-	23	-	-	-	-	3	2	2	6
15-1	7	23	30	17	2	6	-	25	-	-	-	-	2	1	-	3
15-8	4	7	11	9	-	1	-	9	-	-	-	-	2	-	-	4
15-9	6	40	46	24	-	11	-	40	-	-	-	-	2	-	-	2
15-10	84	154	238	74	4	104	1	202	-	-	-	-	4	-	-	2
15-11	12	28	40	18	2	11	-	34	-	-	-	10	16	-	-	6
15-12	2	7	9	3	1	2	-	6	-	-	-	1	2	-	-	2
20-1	73	120	193	56	11	44	14	125	5	1	1	1	2	5	3	26
20-2	43	120	163	75	13	47	7	142	1	-	-	1	8	2	4	19
20-4	1	8	9	6	-	1	-	1	-	-	-	-	1	-	-	1
27-1	5	57	62	13	1	13	-	74	-	-	-	-	1	-	-	1
27-3	23	53	76	56	5	27	-	69	-	-	-	-	5	-	-	3
37-1	32	85	117	33	8	43	4	135	-	-	-	6	7	-	-	10
38	39	109	148	82	26	313	27	645	16	3	30	3	90	1	2	127
39-1	274	551	825	279	5	27	2	78	1	2	11	15	14	2	29	28
39-3	35	74	109	44	12	53	10	159	4	-	3	3	25	1	12	34
39-4	60	148	208	84	2	30	6	86	2	-	2	5	7	-	2	11
39-6	33	69	102	48	1	1	1	9	-	-	3	2	2	-	-	1
39-8	9	3	12	6	1	1	-	19	-	-	1	1	3	-	-	2
39-37	8	14	22	14	1	5	-	40	-	-	1	2	2	-	-	1
39-39	12	35	47	29	-	9	-	30	-	-	1	1	3	-	-	1
39-98	12	26	38	20	-	5	-	2	-	-	1	2	3	-	-	1
46	1	1	2	-	-	2	-	3	-	-	-	-	5	-	-	6
89-1	3	9	12	-	-	4	-	10	-	-	-	-	6	-	-	8
89-2	8	13	21	6	-	4	-	12	-	-	-	-	7	-	-	11
89-3	25	95	120	65	27	13	-	107	1	-	2	3	5	-	-	12
91	31	33	64	23	8	10	-	44	2	-	3	4	4	-	-	13
93	16	38	54	26	12	3	1	42	2	-	4	1	5	-	-	14
94	7	6	13	5	2	3	-	12	2	-	-	3	4	-	-	15
95-1	18	66	84	45	7	17	-	70	3	-	1	1	7	-	-	16
96-1	8	18	26	9	3	9	-	21	1	-	-	3	5	-	-	17
96-2	2	5	7	6	-	1	-	6	-	-	-	-	4	-	-	11
96-3	3	5	8	4	-	1	-	7	-	-	-	2	5	-	-	12
96-4	9	23	32	11	1	10	-	22	-	-	-	3	6	-	-	13
97-1	2	7	9	4	-	3	-	9	-	-	-	-	7	-	-	14
97-2	1	9	10	6	-	2	-	8	-	-	-	-	1	-	-	15
97-4	-	6	6	2	-	2	-	4	-	-	-	-	1	-	-	16
TOTAL	1102	2301	3403	1409	203	1028	121	2761	74	37	96	207	286	43	106	435
1965	940	2254	3194	1499	3	933	112	2547	67	47	103	217	266	60	104	430
1964	907	1943	2850	1314	12	828	110	2264	84	34	84	202	244	37	103	384
1963	704	1901	2605	1238	6	712	93	2049	61	26	89	176	240	30	110	380
1962	570	1577	2147	974	6	598	76	1654	30	16	92	138	231	28	95	354
1961	499	1510	2009	1017	7	566	68	1658	22	13	66	101	148	35	67	250

